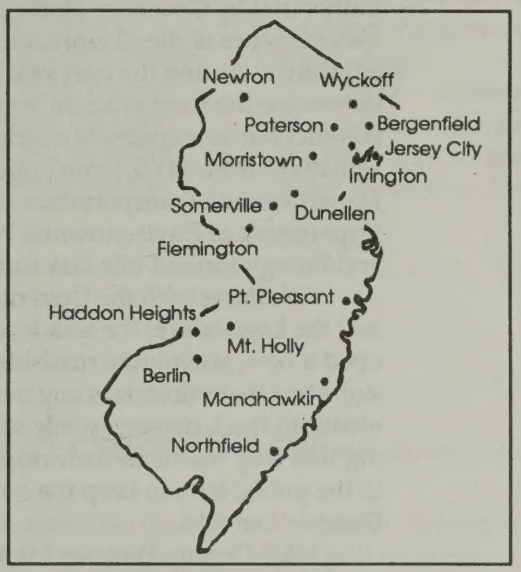
TALE LITE

Motorists and employees benefit at upgraded agencies

Director Skip Lee announced plans to start and complete 16 motor vehicle agency model upgrades by early 1994.

"With the continued support of our Acting Attorney General, Fred DeVesa, Treasury's General Services Administration (GSA), and lease approvals by the Legislative Oversight Committee, we could have all 16 agencies relocated into more spacious , modern facilities within the next 4-6 months," Lee said.



The following agencies to be upgraded in the latest effort are: Berlin, Bergenfield, Dunellen, Flemington, Haddon Heights, Irvington, Jersey City, Manahawkin, Morristown, Mt. Holly, Newton, Northfield, Paterson, Pt. Pleasant, Somerville and Wyckoff.

"These agencies handle almost 2 million customers per year," he said. "With the completion of this next phase of our agency upgrade efforts, 45 of our 49 agencies will have been converted to model status. The remaining four agencies would be converted as their leases expire," Lee continued.

"The motorists who we handle will receive improved and enhanced service delivery in these model facilities and our employees will be provided with an improved physical working environment to deliver these necessary motorist services," Lee said. "And that's a win-win situation."

"Since April, MVS Facilities staff have worked very closely with GSA in identifying and selecting locations that will provide the greatest motorist convenience," said Art Biggs, Manager of Facilities Management. "We have advertised in the newspapers for potential locations for the agencies and the proposals are coming in," continued Biggs. "All new sites should be between 3-4000 square feet, typically double the size of the existing facility," he concluded.

"I am particularly pleased with the fact that we should be able to complete these upgrades within our existing FY 94 budget. Hats off to Assistant Director Sal Marcello and his staff for making this happen," said Lee.

"In addition, with the help and support of the Information and Systems Management group led by Jeanne Paulsen, we continued with our agency upgrade strategy by installing new computers at 45 of our agencies and completing many of our existing written driver testing system to the automated driver testing systems," added Fred Hoffman, Acting Assistant Director of Customer Services.

During the past two years, MVS has opened five model agencies. Those agencies were Bridgeton, Eatontown, Freehold, Rio Grande (Cape May) and Elizabeth.

"The mark of any service delivery system should be consistency and we will continue to strive towards the goal for all of our locations," Lee said. "I am confident that we have put together and are executing a game plan that will definitely result in an improved, overhauled MVS where motorists, auto dealers, law enforcement and other consumer groups will be served in an effective fashion. The organization should be proud of its efforts to make this a reality," Lee concluded.

Motor Vehicle Services

OCTOBER 1993
Volume 20/No. 3

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- Highlights from 1993 MVS Picnic
- PROFILE on Ralph Sheffield

New diesel emissions testing to help clear the air

Roadside checks and penalties to ensure maintained vehicles

New Jersey motorists have all driven at least once behind a truck spewing black smoke into the air and experienced first-hand the "horrors" of this form of air pollution.

According to MVS Director Skip Lee, the motorist has continued to ask what is being done to combat this problem of smoking trucks; and, since 1985, when the state began requiring truck owners to perform self-inspections, nothing has been done; until now.

Lee explained that a task force was authorized by Governor Florio to pilot various types of diesel emissions testing equipment during the past year and determine the most efficient way to conduct the new roadside checks. Representatives from MVS, State Police, the Department of Transportation and the Department of Environmental Protection and Energy formed this task force.

"Working with the Governor's office and the Legislature, the task force developed a new, six-minute roadside emissions test that minimizes any inconvenience to truck owners, while still ensuring that they maintain their responsibility to the public to help keep the air clean," Director Lee said.

MVS Deputy Director Michael Santaniello noted that almost one thousand emission tests were conducted by the task force during the pilot program, which was coordinated by Technical Support Manager Denise Mattei. Working with Mattei on the pilot program were Supervisor 1 Mark Marino, Supervisor 3 Robert Leonhardt, and Safety Specialists Frank Syer and Dave Stevenson.

Santaniello explained that Motor Vehicle and State Police inspection teams will conduct one of two tests on both inter- and intra-state diesel trucks.

"The rolling acceleration test will be used on diesel trucks with computer controlled engines," he explained. "We plan to use equipment from Sun, Inc. Ten Motor Vehicle and State Police inspection teams will measure the opacity, or thickness, of the diesel smoke emitted from the stack while the vehicle is in gear and moving.

"The snap acceleration test will be used on all other diesel trucks," he added. "Using equipment from Bosch, Inc., the same teams will measure the opacity of the diesel smoke while the vehicle is in neutral and the driver steps on and off the accelerator pedal," Santaniello concluded.

Director Lee noted that New Jersey

(continued on next page)

A plume of black smoke rises from a truck undergoing a "snap" test as Supervisor 3 Robert Leonhardt (left) monitors the results during emission testing on I-295 near Bordentown.

PERSONNEL TIPS

Every parent knows how rapidly a child grows. Visits to the pediatrician for shots and the sniffles don't seem that long ago.

But, today that child is grown. You took care of those medical problems for years, and now you may want to continue to help. The NJ State Health Benefits Program allows coverage for an employee's dependent child up to age 23, unless the child has a mental or physical disability.*

What this means is when your dependent child celebrates his/her 23rd birthday, the state health, prescription drug, vision care and dental benefits programs will only continue until December 31 of that year. For example, if your child turns 23 any time during 1993, the benefits coverage will end on December 31, 1993. But, there's something you can do to extend your benefits.

The federal government enacted the Consolidated Omnibus Benefits Reconciliation Act of 1985 (COBRA) to ensure continued benefits programs for employees and their families. **You can extend your dependent child's coverage under your plan for up to 36 months after the December 31 deadline, provided you enroll them before that date and pay a monthly premium.**

To take advantage of the COBRA program, call Fred Warner at 292-6162 in Personnel's Employee Services Section. Fred will fill you in on all the details and give you the necessary form to fill out. Call today!

**If your dependent child is mentally or physically disabled, contact Fred Warner for information on the procedures that you must follow for continued coverage.*

New diesel emissions testing to help clear the air (continued from page 2)

truck owners will still be responsible for periodic safety and emissions self-inspections. "However, the new, more stringent roadside checks and penalties will provide the incentive for truck owners to ensure that their vehicles are properly maintained," he explained.

"The penalties were designed to encourage continued maintenance of diesel trucks before they are stopped, and, also to encourage repairs after problems are identified, by reducing the amount of the fine," he added.

Under planned legislation, truck owners will be fined $500 for the first offense, and $800 for subsequent offenses. With proof of repairs, the fine will drop to $300 for first time offenders, and be reduced to $500 for second time offenders.

New program costs will be completely funded by the penalties collected from truck owners for failed vehicles. First year costs, which include equipment investments for 10 teams, are estimated at $4-$6 million.

"This program generates cleaner air at no cost to New Jersey taxpayers," said Lee "and that's a win-win situation."

It's anticipated that during the phase-in time of six months to a year, no penalties will be imposed. Instead warnings will be issued to truck drivers with vehicles that fail the emissions tests.

All vehicles stopped at the roadside checks will receive information on the new program and potential fines.

Safety Specialist 1 David Stevenson (left) watches the results of an opacity meter operated by Supervisor 3 Robert Leonhardt. The test measures heavy duty diesel vehicle emissions.

A successful MVS Picnic as summer comes to an end . . .

Clear skies, mild temperatures, and an enthusiastic turnout added up to a successful picnic for employees and their families, gathered at the Hopewell Township picnic area July 23. Friends and co-workers played games and shared fun, food, and companionship.

Almost 200 MVS employees from field offices all over the state and Trenton Headquarters joined together to enjoy one another's company and conversation.

While their parents participated in softball, volleyball, basketball, and quoits, dozens of children had fun on the playground and swings. For both youngsters and adults, DJ Jack Moran of "The Pros," based in Philadelphia, entertained with popular tunes.

Planning's Bill Hoffman and Technical Support's Frank Costantino headed softball teams that competed under the impartial eyes of "umpire" Art Biggs, of Facilities Management.

At the same time, fast footwork and the "swish" of baskets made for non-stop action on the nearby basketball court.

Competitors vied for a "leaner" or,

(continued on next page)

MVS TALK

An old friend recently stopped at the Deptford Regional Service Center to wish Manager **Rocco Ranalli** a happy 60th birthday. Florence Garland, age 102, who is also a customer, remembers Ranalli on his birthday every year when she renews her registration.

• • •

Cora Sue Santopietro, of the Communications Office, and husband Bob welcomed Angela Elizabeth on July 20 weighing seven pounds, six ounces. She joins her three-year old brother, Robert.

• • •

Lourdes Beadling is celebrating the August 24 birth of her son James Walter Beadling 3rd. Born premature at four pounds, baby James is doing well.

• • •

Best wishes to **Barbara A. West**, who resigned August 27 to pursue higher education at Stockton State College. She formerly was a Support Service Representative 2 in the Deptford Regional Service Center.

• • •

Congratulations to **Peggy Burman**, Customer Service Representative 2 at the Deptford Regional Service Center, and Robert A. Fox, Sr. on their September 11 marriage.

• • •

Robert L. Rountree, who retired from MVS in 1989 after 20 years service, died after a long illness on August 30. Bob was also a retired Master Sergeant in the Army and past secretary for Union Local 518. Memorial contributions may be made to: Dept. of Veteran's Affairs Memorial-Robert L. Rountree, c/o Jeff Fitzsimons, Chief of Volunteer Services, 1400 Black Horse Hill Rd., Coatesville, PA, 19320.

CARD OF THANKS

Many thanks to all the MV employees who extended their condolences in memory of Helen Horowitz, dearest mother and grandmother of Florence Lerit, Shari Lewis, and Robin Nagy.

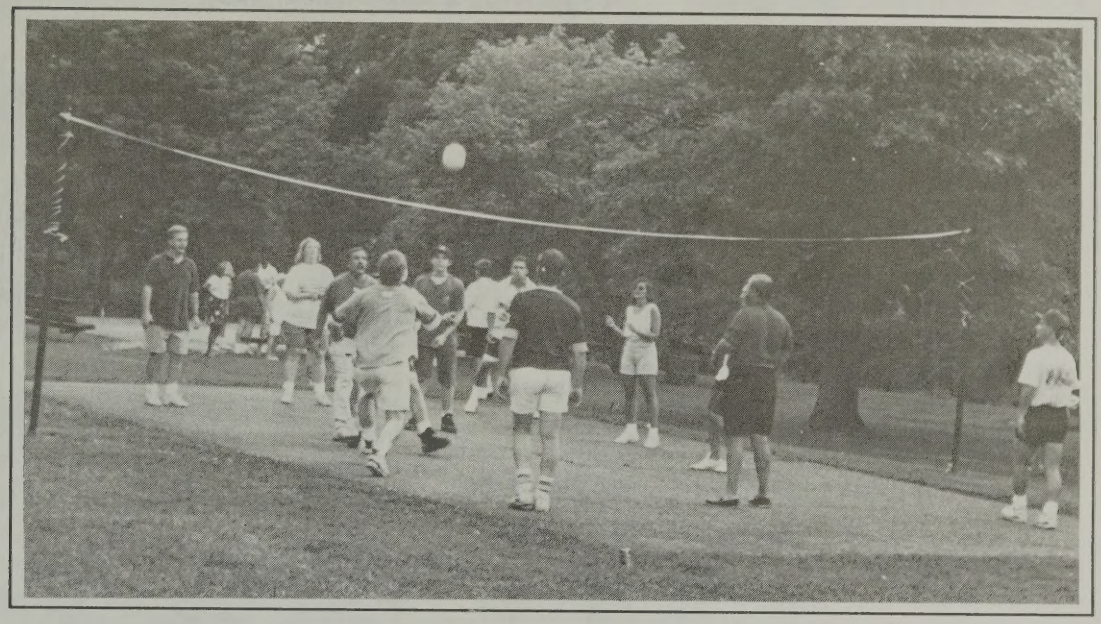
Sincerely,
Florence Lerit
Special Services

better yet, a "ringer" as the clang of quoits was heard. The volleyball court brought together dozens of enthusiastic players.

Picnic tables under the shade of the pavilion and large trees were popular gathering spots for conversation and reminiscences.

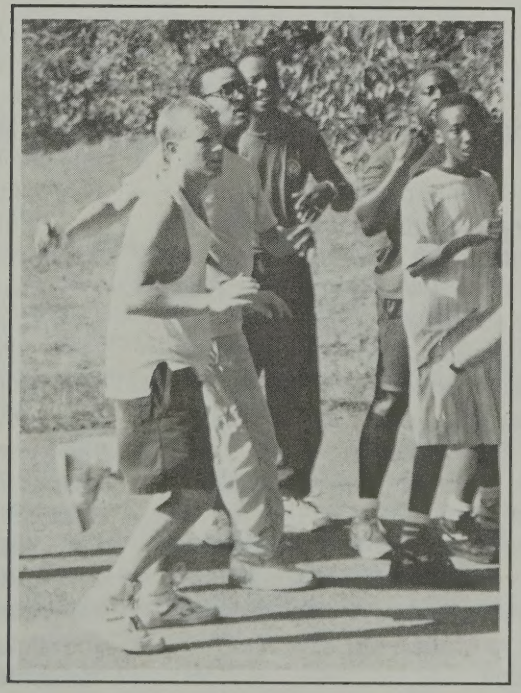
The Picnic Committee deserves a hand of applause for a perfect day. "Thanks" go to committee members Kim Benson, Ed Besko, Michael Calabrese, Gene Cohen, Frank Costantino, Rose Day, Mary Kline, Michael Moroney, Maria Pintye, Roseanna Rosa, Anne Scheffer, and Gregg Zoltanski!

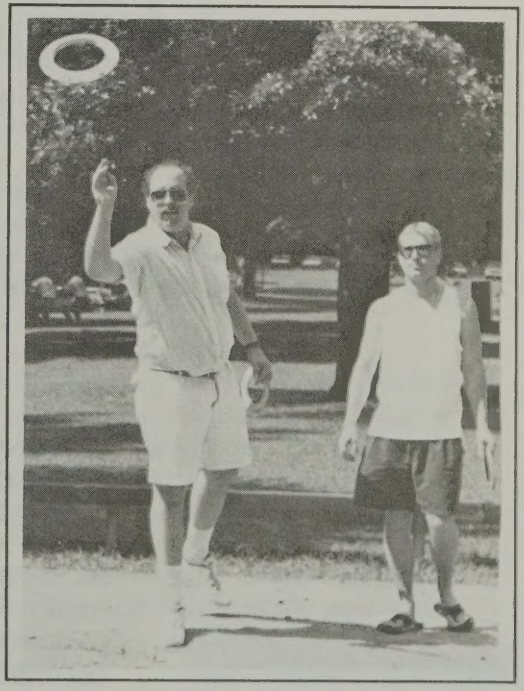
See you next year!



The MVS Holiday Party will be Friday, December 10, at the Colonial Fire Company on Kuser Road in Hamilton. Mastoris Restaurant will cater the sit down dinner. Music will be provided by last year's favorite D.J. Jerry Sacchetti.

Hope to see you there!





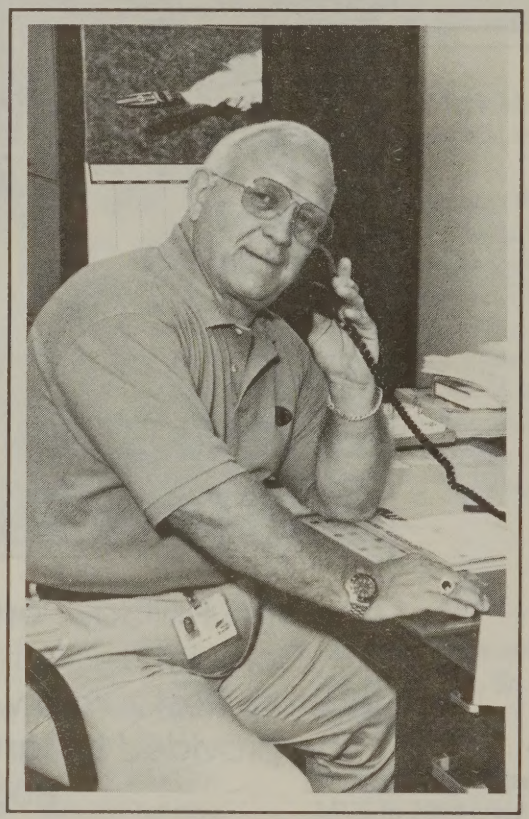
Ralph Sheffield

Ralph Sheffield of Central Services is just as comfortable behind the wheel of the MVS van as he is gripping the throttle of a powerful racing boat.

Setting up a division display or speaker's podium is just as satisfying to Ralph as encouraging physically and mentally challenged youngsters to win Special Olympics events.

Sheffield is a jack-of-all-trades on or away from his Motor Vehicle Services job.

A Supervisor 4 with a staff of seven, Ralph sets up and dismantles the MVS display every year at the State Fair in Cherry Hill, moves the podium, easels and other materials to special events, takes charge of the loading dock, the daily mail pickup, and the confidential document shredder. Generally, he's on call to assist any of the division's units.



Ralph's off-hours are just as busy. "At home, I have three interests: Special Olympics, boating and my flower garden," he said. "All three take a lot of TLC -- Tender Loving Care."

He became interested in the Special Olympics through his boss, Richard Stella, Manager of Central Services. About 1,400 children in the winter and summer Special Olympics receive Ralph's help.

For the winter games at Moorestown and Great Gorge, he sets up the courses for the races, erects the snow fences and installs the racing gates. Activities at Great Gorge include alpine and cross-country skiing and ice skating, figure skating and floor hockey at Moorestown.

For the summer games at Trenton State College, Sheffield oversees the softball throw, standing broad jump and running broad jump.

"I enjoy it because I make the kids laugh. All they want is a hug, encouragement, and to be treated as normal children competing on an equal level with everyone else," he said.

On weekends from March through November, Sheffield shifts gears to race speed boats competing on waters from California to New Jersey.

Ralph's won six first-place trophies and three second-place awards in nine races this year. "Too bad I couldn't keep them," he laughed, explaining that he's racing other people's boats. "The owner of the boat keeps the trophies," he said.

He usually tests a boat the day before the race by running the actual course. "This not only familiarizes me with the handling of the boat, but gets me used to the course itself," he said.

Hitting speeds of up to 125 miles an hour, the driver, a throttle man and a navigator are the team members who control the boat during the actual race. "I'm usually the throttle man, but in some races I'm the navigator. It's all a team effort, with heavy emphasis on safety," he said.

Getting interested in racing two years ago, Sheffield has competed in national races in Long Branch, San Diego, Chicago, Virginia Beach, Ocean City, Key West, New York Harbor, and Point Pleasant. In a 1992 Key West race, he competed against 15 boats from Italy, Australia, Germany, England, and the United States and won the world championship in his class.

This year, Ralph is racing a 36-foot Kris Kraft with a new team. Recently he raced in Barnegat Bay and he came in second out of 31 boats.

"It's a lot of weekend traveling, but it's also great fun. I don't know what I like best -- the laughter of the kids achieving their personal best in the Olympics or the roar of a boat engine churning up the sea," said Sheffield.

Ralph joined MVS in January 1986 as an examiner at the Mount Holly Inspection Station. He also worked at the Salem and Bakers Basin Stations before assuming his duties in Central Services.

PUBLICATIONS CORNER

Moving more than 1,000 MVS people from different locations into our new Central headquarters building last year was a huge task. But the rewards! The new downtown working environment is so beautiful, spacious, and pleasant.

Of course, the downside is trying to decide which is the east wing or the west wing as you exit the elevator! And, it's not that easy to find someone else by phone, either.

Luckily, a new publication by the Communications Office staff has organized the location, fax number, name, unit and caller number of every downtown employee and office into a new MVS Directory. Key offices in the Trenton Regional Center and other regional service centers are also entered in the directory.

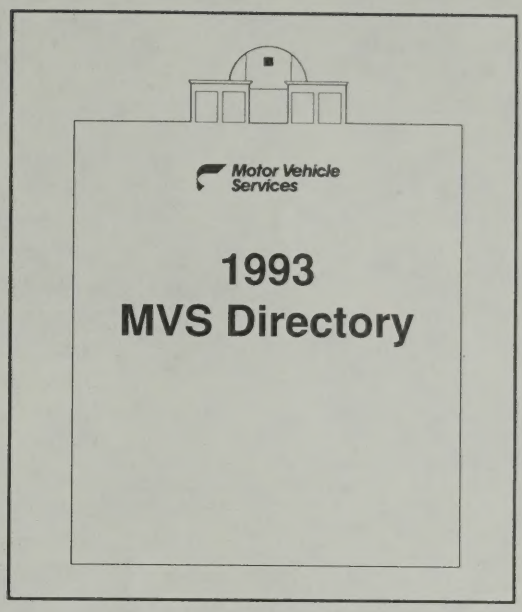
For use by MVS employees assigned to Trenton offices, the **1993 MVS Directory** was distributed in July to the Central Headquarters and Trenton Regional Service Center. Leafing through the book, you'll find six color-coded sections that are a mini guided tour of the downtown offices and the regional centers.

Starting with the pink section, you'll find listings of the offices in Central Headquarters by floor, with the manager's name and the main phone number. Pink is the code for the regional information, too.

If you'd rather use interoffice mail or fax information than call or visit, the green section is for you!

Moving right along, Ma Bell has nothing on us. MVS now has it's own Yellow Pages. **For internal use only,** it's designed to help employees find information by subject.

Finally, the blue section lists employees by name and location, and the white section lists them by unit.



If you're an MVS employee at Central Headquarters or Trenton Regional Service Center and haven't seen the book, or have changes to the **Directory,** contact one of the following people in your work area:

Administrative Services:
Chris Appleby
Chief of Staff:
Denise Goddard
Customer Services:
Barbara Comfort
Deputy Director's Office:
Melissa Demko
Director's Office:
Cheryl Tresch
Driver Control and Regulatory Affairs:
Sandy Deon
Information and Systems Management:
Janice Hylton
Legal:
Terese Ver
Planning Office:
Olga Brancolino

MAILBAG

(continued)

Personal touch . . .

I'm writing a short note to express our thanks to one of your MVA supervisors, John F. Paulmeno, at the South Plainfield Inspection Station on July 13, 1993.

Bringing my daughter's car for inspection, we were told that a tire was damaged and that it could not pass inspection. It was bad enough to be considered unsafe and dangerous and we should change it with the spare.

Being senior citizens, Mr. Paulmeno assisted us by removing the bad tire from this 1989 Toyota convertible and installing the new spare tire in its place. And this in 95 degree heat!

Our many thanks go to Mr. Paulmeno for his effort and he should be commended for his caring and his compassion in a time of need for us. Our thanks goes also to the MVA for having such a person on its staff. It exemplifies the personal touch the MVA can provide under your direction and we are grateful. Thank you and keep up the good work.

Mr. and Mrs. V. J. Addonizio
Summit

Efforts were exceptional . . .

I would like to take a few minutes to tell you of the wonderful and timely efforts of one of your employees, Ms. Jeanette Rockhill.

Yesterday, I called your office and spoke with Ms. Rockhill. I explained that a young man here in Kentucky had encountered a problem with an NDR hit on his driving record and that the hit was due to a New Jersey driving record. I asked if there were any way in which the social security number of the New Jersey driver could be obtained. Without hesitation, Ms. Rockhill answered that she could research the record and call me with the results. Her research would include contacting a different section where court proceedings were maintained and trying to cull the needed information in that fashion.

True to her word, Ms. Rockhill returned my call later that afternoon. She verified that the social security number of the New Jersey driver did not match the Kentucky driver's number (good news), that she could send a letter of clearance (better news), and that she could fax it to my attention (great news)!

I really appreciate what Jeanette did for both me and, more importantly, the driver with whom I was working. Her efforts were exceptional, her pleasant manner refreshing. My one regret is that I cannot thank her personally. With that in mind, please pass my comments and compliments to her for a job well done and very much appreciated.

Jeanette, THANKS!!

Freida Ward
Division of Driver Licensing
Frankfort, Kentucky

Excellent level of service . . .

I would like to take the time to express my sincere thanks and extreme appreciation to the staff at your Lodi facility.

For the past seven years I have worked at Kessler Institute for Rehabilitation, we have been bringing our clients to Lodi for licensing. Although many of the faces have changed through these years, never has the excellent level of service. Even during the most trying times, the staff has always found a way to accommodate the "challenged" individuals that we work with. Courtesy, kindness and a smile are things we can count on every Thursday from both DMV and agency staff regardless of that days situation.

I would like to single out certain individuals that I work with regularly. Some of these folks are still at Lodi and some have since moved elsewhere. My thanks and commendation to the following: Joseph Smith, Anthony Ciarlo, Robert Dombrowski, Henry Morris, Marianne Crowell, Vince Stapleton, Karen Stapleton, Nicholas Minutello, Ron Cannicci, and Ron Kuhns.

Though the forementioned individuals represent the people I directly work with the most, I must say that in every instance all staff of both DMV and the agency have always assisted and served with the same level of excellence.

Many thanks to all at the Lodi station.

Richard Mead
West Orange

Prompt professional service . . .

I would like to thank Debbie Queen for her personal commitment in providing me with such prompt professional service. This delightful person restored my confidence in the efficiency of the NJ DMV agency and its ability to serve the residents of our state.

Mr. Lee, not given the opportunity to express my gratitude to Ms. Queen, I expect that you will commend her in my good faith.

Jack J. Costa
Roselle

(continued on page 7)

TALE LITE

Jim Florio, Governor
Fred DeVesa, Acting Attorney General
Skip Lee, Director, Motor Vehicle Services

TALE LITE Staff: Letitia Cackowsky, Toni Haney, Edyth Hetman, Debbi Hutton, George Robinson, Maureen Sczpanski and Katherine Ziolkowski. Printed at the Motor Vehicle Services Print Shop.

Employees are invited to share their newsworthy stories, opinions and ideas by calling 609-292-6908, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 9th floor - West, 225 E. State St., Trenton, NJ.

LAPS
Department of Law and Public Safety
Division of Motor Vehicles